

Attachment for C. Edgar ETIC of 5/11/16

May 11, 2016

To the Burien City Council;

Over a week ago, I made an appointment with Nhan Nguyen, came in and asked that he provide me with some answers about the documents that had been provided to the Council and citizens relating to CARES. He didn't get back to me prior to his leaving his position. For that reason, I am writing to you.

The CARES Organization that Burien first contracted within 2011 and extended the contract with in 2013 was made up of two organizations-CARES and CARES of Burien. CARES today is now (starting as of 2015) made up of four organizations-CARES, CARES of Burien, B-Town Dog and Paws and Relax Doggie Day Care. The problems with this arises when a person tries to compare the 2012 and the 2015 Cares Profit and Loss sheets to each other. Staff salaries in 2012 were about \$75,000 but staff salaries in 2015 have now risen to about \$184,000-see the attached profit and loss sheets for each year. Likewise, the cost for utilities (\$5,000 for 2012 to \$11,000 for 2015) and rent (\$21,000 for 2012 to \$51,250 for 2015) has risen astronomically between these two years. So it is unclear to the reader whether these significant increases are related to Burien Animal Control costs or whether they are now the combined costs of all four of these organizations. What Burien Animal Control is costing is not broken out and is unclear in its real costs.

Additionally, there are other serious questions that are unanswered about what is the real staffing count, who are the staff members, what is their level of training, what equipment is being rented, what are the real fees and fines collected and remitted to the city, what are the fees collected from adoptions, what are the actual amounts from donations and what portions/services of the contract and extended contract there are that are still not being done by CARES. The data that I have been able to collect shows inconsistencies in dollars amounts and animal counts. This is concerning to me as a citizen and Mr. Nguyen was unable to answer any of my questions. These are specific examples of the problems;

1. The orange 2015 CARES report that was distributed approximately in Feb. 2016 only shows 3 quarters of data for 2015. Was another report that shows all four quarters for 2015 ever distributed? This report has animal number counts that are not correct on some of the pages and are not consistent between various pages. Why? Additionally, this orange report has dollar amounts that are not consistent with the CARES Profit and Loss -January1 through November 13, 2015 (white sheet) Report. On page 11, line 5 of the orange report, REVENUE COLLECTED ON BEHALF OF THE CITY (FINES AND PET LICENSING)= \$17,368 but on the white Profit and Loss sheet for 2015 there is no record of this money being taken in and remitted back to the City. Why? As money flowing through this organization, it should be accounted for.

2. It seems that a number of items that are grouped together in one Cares report is inconsistent with the other CARES report and items would best be displayed separately. An example of this is in the orange report, page 11, item four, DONATIONS RECEIVED/ADOPTION REVENUE=\$56,200 but then on the white Profit and Loss 2015 sheet Adoption Fees are shown as \$22,987.50 and the Total Contributions/Donations=\$60,594.40. This clearly appears to be an inconsistency between the two reports. Why?

3. The orange report, pg. 11 shows 2 full time animal control officers. However, the report I got from Mr. Nyugen was that there was only one and a half animal control officers, only one was state trained, he didn't know the other officer's name and only one officer had any recognized training. The unnamed officer had no training. Likewise there have been claims that there are anywhere from 1 ½ jobs to 8 jobs at CARES. Mr. Nyugen could not tell me how many paid staff and who the people were at CARES other than, Alex, Monique and Debra George. Is the Director of CARES/President of the Board receiving a salary and what is the amount? And how does that compare to \$184,000 for salaries?

4. How is the insurance divided between the four organizations and who pays for it? And how are the other costs for all four of these organizations are being divided out and displayed to the city and public? And what part of this is the City of Burien responsible for in case of legal action against CARES?

5. How are animal case calls being counted? Debra George stated on the B-Town Blog that the city had told CARES how to count calls. Mr. Nyugen stated that he didn't know of any mandate/contract language from the City that spelled out how animal case calls were to be counted. This perhaps explains why the sheet I have included about Animal Control service calls, pg. no. 295 makes little to no sense. It is unclear from the 2015 orange report how animal case calls are being really counted. There are so many categories of calls that the real case calls can't easily be extracted from the report.

While there appears to be an abundance of data from CARES, it is inconsistent and lacking in necessary dissemination topics/categories, full year data and explanations. I encourage the Council to ask for the full year data for specifically Burien's Animal Control.-for the 5 years of the contract.

A petition was turned into the Council and it appeared in the last meeting's packet. Again this petition raises questions about the accuracy of the statement people signed about and who are the real stake holders in Burien's Animal Control. More than half of the signatures collected were not Burien citizens. So why would people from Normandy Park, Des Moines, Kent, Edgewood, Bellingham, Seattle, Vermont and Donald Trump be concerned about Burien's Animal Control? Is this a service that is being used by persons from outside of the city? And why should Burien citizens be paying for services for them?

The Council needs to examine what parts of the current contract, CARES has still not followed through on; vaccinations on site, animal behaviorist training, ventilation, condition of the surfaces and cages, computer data entry, etc.

I strongly encourage the Council to ask for more thorough data. Without this information, it remains unclear what is the best animal control for the City or how to even compare services against another contractor bid. The major and only driving force about Burien's Animal Control has always been how cheap Burien can get it. Right now the CARES Board consists of three people who do not live in the city and should something happens to them, it is unclear what the succession plan is for CARES. It could disappear when one key person disappears. That will not happen with a RASKC contractor. Council members, please do your homework before taking a vote on animal control services for the city.

Respectfully,

C. Edgar

Note-Letters to the Council in the packet only allow limited attachments. So I have turned in a packet of attachments to Monica Lusk for the Council to review, 2015 orange report, 2012 and 2015 white reports, Service Calls report sheet-295, State filing for CARES, historical letters about the establishment and development of CARES from 2011 on. *NonProfitFacts.Com CARES*

C.A.R.E.S.

COMMUNITY ANIMAL RESOURCE & EDUCATION SOCIETY / BURIEN

2015

Year to Date Statistics

Orange Packet 2015

C.A.R.E.S. 2015 PHONE LOG

PHONE CALLS RECEIVED

*ANIMAL CONTROL OFFICER DISPATCHED

ANIMAL COMPLAINT / CONCERNS	1 st Quarter	2 nd Quarter	3 rd Quarter	2015 YEAR TO DATE TOTALS	2014 TOTALS
BARKING DOG	14	38	40	92	79
WELFARE CHECK*	9	24	13	46	74
DOG BITE / HUMAN*	11	9	7	27	35
DOG / PET ATTACK*	2	9	8	19	19
AGGRESSIVE ANIMAL*	5	8	8	21	27
CRUELTY/NEGLECT*	10	24	26	60	54
TOTALS	51	112	102	265	288

2015- DOG Related Complaints 92-B
 27- Dog Bite
 19 - Dog Attack
 21 - Aggressive animals
 others unknown by species
 159

C.A.R.E.S. 2015 PHONE LOG

PHONE CALLS RECEIVED

ANIMAL CONTROL OFFICER DISPATCHED

LOST / FOUND ANIMAL	1 st Quarter	2 nd Quarter	3 rd Quarter	2015 YEAR TO DATE TOTALS	2014 TOTALS
LOST DOG	129	116	96	341	324
LOST CATS	32	15	41	88	90
LOST OTHER	2	1	4	17	10
FOUND / LOOSE / STRAY DOG*	165	146	164	475	580
FOUND / LOOSE / STRAY CAT	52	54	59	165	187
FOUND OTHER*	4	4	1	9	31
TOTALS	384	336	365	1085	1222

Dogs = 341 lost
475 loose dogs

766

Cats = lost = 88
loose = 165

253

1095

C.A.R.E.S. 2015 PHONE LOG

PHONE CALLS RECEIVED

*ANIMAL CONTROL OFFICER DISPATCHED

MISCELLANEOUS CALLS	1 st Quarter	2 nd Quarter	3 rd Quarter	2015 YEAR TO DATE TOTALS	2014 TOTALS
LICENSING QUESTIONS	9	19	9	37	60
DOA*	23	28	22	73	77
WILDLIFE ISSUES	20	34	30	84	97
LIVESTOCK*	8	1	24	33	6
VOLUNTEER / COMMUNITY SERVICE	47	46	49	142	305
FOSTER CARE	35	23	12	70	76
OWNER SURRENDER	74	82	66	222	213
ADOPTIONS	139	163	137	439	487
GENERAL INFORMATION / OTHER	150	133	146	429	562
TOTALS	505	529	495	1529	1883

C.A.R.E.S. 2015 PHONE LOG

PHONE CALLS RECEIVED

ANIMAL CONTROL OFFICER DISPATCHED

BURIEN POLICE DEPARTMENT EMERGENCY / 911	1 st Quarter	2 nd Quarter	3 rd Quarter	2015 YEAR TO DATE TOTALS	2014 TOTALS
911 REQUEST FOR ASSISTANCE	11	25	35	71	94

C.A.R.E.S. 2015 INTAKE DOGS

INTAKE DETAIL REPORT

DOGS	1 st QUARTER TOTALS	2 nd Quarter TOTALS	3 rd Quarter TOTALS	2015 YEAR TO DATE TOTALS	2014 TOTALS
OWNER SURRENDER	17	12	4	33	19
RETURN	0	0	0	0	0
SEIZED / CUSTODY	2	5	6	13	10
STRAY	69	63	65	197	230
TRANSFERRED IN FROM OTHER SHELTER	0	0	1	1	1
TOTALS	88	80	76	244	260

C.A.R.E.S. 2015 INTAKE CATS

INTAKE DETAIL REPORT

CATS	1st QUARTER TOTALS	2nd QUARTER TOTALS	3rd QUARTER TOTALS	2015 YEAR TO DATE TOTALS	2014 TOTALS
OWNER SURRENDER	5	12	9	26	29
RETURN	0	0	0	0	2
SEIZED / CUSTODY	7	14	1	22	3
STRAY	31	45	66	142	131
TRANSFERRED IN FROM OTHER SHELTER	0	0	0	0	4
TOTALS	43	71	76	190	169

244 Dogs
190 Cats
434

C.A.R.E.S. 2015 DOG OUTCOME

OUTCOME DETAIL REPORT

DOGS	1 ST QUARTER TOTALS	2 ND QUARTER TOTALS	3 RD QUARTER TOTALS	2015 YEAR TO DATE TOTALS	2014 TOTALS
ADOPTIONS	39	26	22	87	109
DOA	4	1	2	12	12
EUTHANASIA	0	2	3	5	6
RETURN TO OWNER / GUARDIAN	46	49	47	142	133
SERVICED OUT	0	0	0	0	1
TRANSFER OUT	0	0	0	0	6
TOTALS	89	78	74	241	267

244 Intake
 - 12 - DOA
 232
 - 5 - Eu
 227

227
 - 142 RTD
 85 = Available
 for Adoption

197
 - 142
 55

5 Eu
 12 DOA
 17

C.A.R.E.S. 2015 CAT OUTCOME

OUTCOME DETAIL REPORT

CATS	1 st QUARTER TOTALS	2 nd QUARTER TOTALS	3 RD QUARTER TOTALS	2015 YEAR TO DATE TOTALS	2014 TOTALS
ADOPTION	32	30	51	113	103
DOA	2	6	10	18	38
EUTHANASIA	4	2	6	12	12
RETURN TO OWNER / GUARDIAN	3	4	4	11	7
SERVICE OUT	0	0	0	0	2
TRANSFER OUT	7	4	8	19	1
TOTALS	48	46	79	173	163

pg 7 vs pg 9
⁸
 190 Intake
 - 18 - DOA
 172
 12 - B
 184

160
 - 11 - RTO
 149
 19 = TO

²¹
 130
 113 - adopt
 17 missing

C.A.R.E.S. 2015 DOA IN ROADWAY

DOA DETAIL REPORT

DOA	1st QUARTER	2nd QUARTER	3rd QUARTER	2015 YEAR TO DATE TOTALS	2014 TOTALS
CAT	2	5	7	14	38
DOG	4	0	2	6	24
CROW	0	4	2	6	12
DUCK	0	0	0	0	1
SEAGULL	0	1	1	2	2
OPOSSUM	5	9	4	18	18
PIGEON	1	1	0	2	1
RABBIT	1	5	2	8	3
RACCOON	5	11	5	21	29
RAT	0	0	0	0	4
SQUIRREL	3	4	6	13	35
BEAVER / WEASEL	1	1	0	2	0
DEER	0	1	0	1	0
TOTALS	22	42	29	93	167

? Turtle

10

C.A.R.E.S 2015 STATS

OTHER STATS

OTHER	2015 YEAR TO DATE TOTALS	2014 TOTALS
FOOD DONATIONS TO LOW INCOME AND WHITE CENTER FOOD BANK	4,512 LBS	1,551 LBS
VOLUNTEERS	120+	120+
MONEY SPENT AT LOCAL BURIEN VETERINARIAN OFFICES	\$22,000	\$20,000
✓ DONATIONS RECEIVED / ADOPTION REVENUE	\$56,200	\$56,000
✓ REVENUE COLLECTED ON BEHALF OF THE CITY (FINES & PET LICENSING)	\$17,368	\$14,245
PET LICENSES SOLD AT THE C.A.R.E.S. FACILITY	390	352
✓ NUMBER OF FULL TIME ANIMAL CONTROL OFFICERS	2	2

C.A.R.E.S. 2015 STATS

COMMUNITY GROUP OUTREACH / EDUCATION

- ▶ Hazel Valley Elementary
- ▶ Sylvester Middle School
- ▶ Highline High School
- ▶ Big Picture High School
- ▶ Kennedy High School
- ▶ Numerous Girl Scout Troops / Boy Scouts Groups
- ▶ Farmers Market



C.A.R.E.S. Food Bank

CARES
Profit & Loss
January 1 through November 23, 2015

11 months

Jan 1 - Nov 23, 15

Ordinary Income/Expense

Income

Paws & Relax Income	73,428.10	
City Contract	158,536.42	- \$175,000 for 12 mon.
Contributions / Donations		
Kenneling Fees	3,513.00	
Dr. Collins	100.00	
Kroger	311.96	
Processing Fee	4,917.00	
✓ Adoption Fees	22,987.50	
AmazonSmile	36.08	
General Donations	6,252.10	
Hot Dog Revenue	5,790.34	
Owner Surrender Fees	4,320.00	
Other Fees	1,452.00	
Stripe	912.57	
✓ Contributions / Donations - O...	10,001.85	
✓ Total Contributions / Donations	60,594.40	for 11 mon.
Miscellaneous Revenue	413.98	
Total Income	292,972.90	
Cost of Goods Sold		
Pet Supplies & Services		
Kenneling Charges	60.00	
Veterinary Services	23,730.19	
Total Pet Supplies & Services	23,790.19	
Total COGS	23,790.19	
Gross Profit	269,182.71	

Expense

Bloomin Plant Sale	494.26	
Uniforms	633.68	
Advertising / Marketing	4,333.73	
Open Bite Nite	500.00	
Vet Insurance	130.95	✓
B & O Taxes	3,584.55	
Bank & CrCard Fees	1,335.53	
Education & Training	2,479.50	
Facilities and Equipment		
Utilities	9,939.07	← pro rate to 12 mon. = \$14,000
Bldg Improvements/Maint	2,940.45	
✓ Equipment Rental	3,955.65	
Rent	46,961.58	← pro rate to 12 mon. = \$51,250
Facilities and Equipment - Ot...	264.94	
Total Facilities and Equipment	64,061.69	
Insurance		
Commercial / D & O	1,861.93	✓
Vehicle Insurance	5,436.61	✓
Total Insurance	7,298.54	✓
Licenses & Fees	1,107.53	
Membership Dues & Subscripti...	194.00	
Office Supplies	8,698.18	
Other Supplies/Services	644.13	

11/23/15
Accrual Basis

CARES
Profit & Loss
January 1 through November 23, 2015

	<u>Jan 1 - Nov 23, 15</u>	
Payroll Expenses		
Gross Wages	132,897.70	
Payroll Tax Expenses	29,318.98	
Payroll Expenses - Other	5,479.70	
✓ Total Payroll Expenses	167,696.38	- pro rated to 12 mon. = \$ 184,600
Postage, Mailing Service	219.20	
Printing and Copying	382.40	
Telephone, Telecommunications	3,709.58	
Travel -Meals/Meetings/Lodging	480.00	
Vehicle Repairs/Maintenance/Gas	2,712.37	
Total Expense	270,696.20	
Net Ordinary Income	-1,513.49	
Other Income/Expense		
Other Income		
Finance Charge Recievable	1,583.27	
? <u>City Fines & Fees Billed</u>	3,383.70	
Total Other Income	4,966.97	
Net Other Income	4,966.97	
Net Income	<u><u>3,453.48</u></u>	

7:14 PM
07/10/12
Accrual Basis

6 months

CARES
Income & Expense Report
January through June 2012

	<u>Jan - Jun 12</u>
Ordinary Income/Expense	
Income	
City Contract	60,000.00
Contributions / Donations	
Processing Fee	1,246.00
Adoption Fees	9,740.00
General Donations	2,605.00
Owner Surrender Fees	1,005.00
Other Fees	0.00
Total Contributions / Donations	<u>14,596.00</u>
Total Income	74,596.00
Cost of Goods Sold	
Pet Supplies & Services	
Kenneling Charges	4,655.00
Veterinary Services	14,744.64
Total Pet Supplies & Services	<u>19,399.64</u>
Total COGS	<u>19,399.64</u>
Gross Profit	55,196.36
Expense	
Finance Charges	673.82
1099 Contracted Services	708.00
B & O Taxes	1,080.00
Bank & CrCard Fees	232.26
Facilities and Equipment	
Building Permits/Fees	1,120.60
Utilities	2,495.63
Bldg Improvements/Maint	14,102.08
Rent	10,500.00
Total Facilities and Equipment	<u>28,218.31</u>
Insurance	
Commercial / D & O	3,369.30 ✓
Vehicle Insurance	875.44 ✓
Total Insurance	<u>4,244.74</u>
Licenses & Fees	1,263.35
Membership Dues & Subscriptions	25.00
Office Supplies	65.69
Payroll Expenses	
Gross Wages	32,589.24
Payroll Tax Expenses	4,543.03
Total Payroll Expenses	<u>37,132.27</u>
Telephone, Telecommunications	1,677.29
Vehicle Repairs/Maintenance/Gas	<u>1,792.79</u>
Total Expense	<u>77,113.52</u>
Net Ordinary Income	-21,917.16

for 6 mon.

pro rated for 12 mon = \$5,000
pro rated for 12 mon = \$21,000

pro rated for 12 mon = \$75,000

7:14 PM
07/10/12
Accrual Basis

CARES
Income & Expense Report
January through June 2012

	<u>Jan - Jun 12</u>
Other Income/Expense	
Other Income	
✓ City Fines & Fees Billed	1,104.51
Total Other Income	<u>1,104.51</u>
Other Expense	
Voided Checks	0.00
Total Other Expense	<u>0.00</u>
Net Other Income	<u>1,104.51</u>
Net Income	<u><u>-20,812.65</u></u>

Animal Control

Calls for service (3 month period)

King County Jun - Aug 2009	110
BACC July - Sept 2010	434
CARES June - Aug 2011	591

Potential King County vs Contracting Costs to Residents

	Licensing Revenues	General Fund	Fines	Total Costs to Residents
King County 2011	\$63,000	\$184,767	\$0	\$247,767
King County 2012	\$63,000	\$196,542	\$0	\$259,542
Burien 2011 (projected)	\$63,000	\$52,350	\$4,650	\$120,000
	<i>never has reached this amount</i>			

- The B-Town (Burien) Blog - <http://b-townblog.com> -

Debra George Part Of Group Expected To Operate Burien Animal Control

Posted By *Scott Schaefer* On April 4, 2011 @ 8:02 am In Business,Featured Stories,Headlines,Life,Politics | [Comments Disabled](#)

CITY OF BURIEN WASHINGTON

by **Ralph Nichols** [1]



Burien City Council members will be briefed tonight (April 4) on a new non-profit organization that is expected to assume responsibility for Burien's Animal Care and Control Program next month.

The successful proposal was submitted to the city on behalf of the Community Animal Resource Education Society by **Debra George** – a past executive director of Discover

Burien who now produces special events and manages the local Farmers Market for the downtown group.

UPDATE 4/4/11 5pm: Debra George sent us the following information, which includes names and background on the other parties involved in this organization:

MICHAEL J. SNYDER, SR.

Michael (Mike) Snyder has been heavily involved in many areas of canine training and public education for over 15 years. Mike has trained his American Pit Bull Terrier dogs to the highest title possible in obedience, agility, weight-pull and conformation – his dog Penina was awarded the first "Super Dog" title by the United Kennel Club. He is president of his local breed club and was president of the National American Pit Bull Terrier breed club for 10 years. Mike is a veteran of the Marine Corps, has a black-belt in Taekwondo, and is a graduate of the Front Sight Firearms Training Institute. He and his family reside in Burien, where Mike has also been very active in coaching youth sports for both his daughter and son. Mike owns a small business in Burien that designs and produces award ribbons for dog shows, horse shows and school events. We are proposing Mike as the lead Animal Control Field Services Officer.

GUY KNEPP

Guy Knepp has owned a grooming salon in Burien for 4 years, specializing in geriatric and difficult pets and often dealing with significant animal behavioral issues. He is a graduate of the Pet Smart Academy, is a member and certified by the International Professional Groomers Association, and has been grooming dogs and cats for over 11 years. Guy has also been active in Chow dog rescue for 15 years. In 2010, Guy attended the Introduction to Animal Control Training offered by Des Moines animal control. Guy is active in Burien community events through Discover Burien and is a resident of Burien. We are proposing Guy as the lead Community Education and Public Relations Specialist, and as a back-up Field Services Officer.

SHERRY MYERS

We are proposing Sherry Myers as the Animal Placement Coordinator. For the last 20 years, Sherry has been heavily involved in the rescue, rehabilitation and re-homing of dogs in the Puget Sound area. Sherry is the president of the local American Eskimo breed club; the rescue coordinator for the local breed club; the

Washington State Chapter of HeartBandits, a national rescue organization; and was a breed representative with Seattle Purebred Dog Rescue for 15 years. Over the years she has established long-term relationships with most local shelters and rescue organizations. At the request of the Humane Society of the US, Sherry assisted in the rescue of 371 American Eskimo Dogs from the puppy-mill in Kennewick, WA. She has attended classes and workshops on canine first aid, canine behavior assessment and modification, and the "language of dogs". Sherry has trained her own dogs in obedience, agility, conformation and as certified therapy dogs. Sherry is a long-time Burien resident and property owner. *206-409-1443*

Unless council members direct otherwise, City Manager **Mike Martin** will execute a contract with the organization, which will run from May 1 through April 2014, at a cost to the city of \$10,000 a month for a total of \$360,000.

But Councilman **Jack Block Jr.** served notice at the March 28 council meeting that he "would like to see a discussion over whether to move forward with a contract or in-house with our own animal control officer."

Noting that he has done the research, Block said the costs of a contract are about the same as a city animal control officer, "which would be a benefit to our citizens."

A motion approved by the council will be needed for the city to explore an in-house animal control option.

And Councilwoman **Lucy Krakowiak**, undeterred by the cost for the service provided, again encouraged lawmakers to revisit King County's regional animal control program.

The regional program, which went into effect last July 1, would cost Burien about \$300,000 beginning July 1 for a single officer whose services would be shared with several other jurisdictions five days a week.

In April 2010, the Burien City Council opted not to participate in this program and, two months later, awarded its own animal control services contract to **Dr. Leslie Kasper**. But in January, Kasper gave the city a six-month notice that she will no longer provide these services.

In addition to details about the Community Animal Resource Education Society, the report to the city council also notes that SeaTac and Tukwila, which have contracts with the county's regional program that expire in January 2013, "are interested in exploring alternatives when they do."

And King County expressed reservations about how bringing Burien into the regional program at this point "might impact our existing partner cities" as well as Burien's smaller animal control budget.

Regarding an in-house program, the report noted that Des Moines "budgeted \$121,000 in 2011 for animal control" with one officer who is part of the city's police department, but does not include an animal shelter.

"The Burien contract provides for a similar level of field services and sheltering but it does provide the



Debra George with her mother after receiving the City's 2011 Business Leader award. Photo by Michael Brunk.

opportunity for a contractor to create a more comprehensive sheltering and adoption program should they wish to do so," council members have been informed.

"It is our understanding that the proposed contractor intends to provide community outreach and educational programs and animal placement services in addition to the basic animal control services they would provide as stated in the contract."

The Burien Animal Care and Control contract requires the contractor to take stray animals into custody and transport them, investigate animal control complaints, and enforce animal control laws and regulations.

Emergency response is required 24 hours a day, seven days a week, for vicious or seriously injured animals, as is animal shelter services for animals that require impounding or quarantine.

"The animal shelter facility shall be opened to the public, with qualified staff on the premises, at least 40 hours each week, one day being Saturday," the contract states.

It also provides for the adoption, disposal and euthanizing of unclaimed animals.

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[3] Twitter: <https://twitter.com/Intent/tweet?text=Debra%20George%20Part%20Of%20Group%20Expected%20To%20Operate%20Burien%20Animal%20Control&url=http://b-townblog.com/2011/04/04/debra-george-part-of-group-expected-to-operate-burien-animal-control/&via=btownblog>

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Source B-Town Blog

SMyers says:

November 17, 2011 at 7:23 am

Read the email string below, from the bottom up. I think it is very clear on why Guy and I resigned.

Sherry

From: sherry_myers

Subject: Re: posting on craigslist

To: DebraGeorge

Cc: "Guy Knepp" >

Date: Friday, October 28, 2011, 3:22 PM

Debra,

That is part of the problem – we sold this organization to the City as a group of 4 people, each with specific qualifications, and now you want to leave Mike out of most things and do lots of things without any input from the rest of us. I seriously doubt the City would have agreed to the contract with CARES if it weren't for the combined set of skills the 4 of us brought together. I don't care that Mike is a paid member of the team – he is still a vital part of CARES and there is no way we can be successful without him. You may think someone like XXX could do Mike's job but I have to disagree. To be effective in the way this organization SHOULD work, you need to have these skills – 1) a true passion for animal welfare, 2) experience working with difficult animals in difficult situations, and 3) good people skills.

I don't have anything against XXXXX personally – I'm sure she is a hard worker and a good person. But, she has ZERO qualifications to work in an animal welfare organization. Since we have such an inadequate budget to provide the services we committed to, we MUST have someone in the office who can do what needs to be done. When I call the office, she answers the phone "hello". Really? We need a person with far more experience and expertise as our face to the public. There is no reason we couldn't find a person right for this position.

Below is a list of issues that frustrate the crap out of me. I think Guy will agree with me on most of them. If you want to put together a plan and schedule on when and how these things can be addressed, I'm willing to meet. Otherwise, I'm going to spend my time and energy on the only rewarding part of this whole venture – helping as many animals as possible quickly get into homes.

1. Per XXXXXXXXX – no current health dept. permit and must have application filed by 11/1/11 in order for the new space to open on 1/1
2. No policies, procedures, price-list, etc.
3. No radio for field officer(s) – staff safety issue
4. No micro-chip reader or implanting equipment

5. No lights for van, no shirts for office staff, no jacket for Mike
6. Office staff not qualified, not trained
7. Inadequate care for cats in the office
8. No volunteers – photographs, transport, cat care, etc.
9. No fund-raising
10. No board meetings – legitimate 501(c)(3)?
11. No consistent financial reporting
12. Untruthful on reports to City (number of animals euthanized/adopted)
13. No professional IDs
14. Animal welfare – inconsistent with health screening, paperwork for fosters, animals records
15. Relationship with Police-why wouldn't they allow the director to participate in the hoarding situation?
16. Public Relations – false, untimely announcements

— On Fri, 10/28/11, DebraGeorge > wrote:

From: DebraGeorge >
Subject: Re: posting on craigslist
To: sherry_myers
Cc:
Date: Friday, October 28, 2011, 2:28 PM

Sherry,

I totally agree and will talk to XXXXXX about this posting. In the future if you could just e-mail me and Guy and not Mike on something like this as he is staff and puts him in a position he should not be. I know you do not think much of XXXXXX but she is a good employee and hard worker – she starts full time next week giving her more time and any advise and education you can give her I am sure she will appreciate it.

You and I need to work on our lines of communication and maybe we should sit down and do this in person sometime soon before it gets worse.

Debra

In a message dated 10/28/2011 1:59:01 P.M. Pacific Daylight Time, sherry_myers writes:

Debra,

XXX – we CANNOT put postings like the one below on ANY website EVER!!! (I'm not even going to comment on the spelling and grammar). I took this off craigslist just now. This is totally against all rules and philosophies of legitimate animal welfare organizations – and makes CARES look the most unprofessional, clueless group of buffoons to ever try to spell animal control. We can never, never place an animal that we might believe to be pregnant – we are only supposed to place animals that are neutered. We should not be contributing to the number of unwanted, un-neutered animals.

I am at my wit's end with the lack of professionalism in the day-to-day operation of CARES. We either figure out how to get competent staff, valid processes and procedures that are religiously followed by all, the equipment needed for us to keep our staff safe, and the resources to keep the animals clean and healthy, or I need to resign. (Although I'm not sure I need to resign from anything as I'm not even sure I have any official role beyond volunteer). I cannot have my name associated with something like this. Rescue – and saving unwanted, mistreat animals – is one of my passions in life and if I can't be involved in an organization doing it right, I won't be involved. We CANNOT continue like this!!

Sherry

A am a young female cat. I am showing signs of a possible pregnancy so if you where looking to have a family-I'm your cat. I loooooove to be pet and snuggle. I recently did my first photoshoot. I loved the attention. Contact burien cares at 206-81-cares

Dear Council Members:

The e-mail below was sent to City Manager Mike Martin on November 3. I have received no acknowledgement or response from Mr. Martin, I feel that I inform the Council of the current situation with CARES, the City's contractor.

As stated below, the current CARES organization is no longer the same who proposed providing animal care and control services to the Council. Myers, was proposed as the Animal Placement Coordinator with over 20 involvement in the rescue, rehabilitation and re-homing of dogs in the Pu area. I have resigned my affiliation with CARES. Guy Knepp was proposed as Community Education and Public Relations Specialist, and as a back-up Officer, with over 15 years of animal rescue and animal welfare experience also resigned his affiliation with CARES. I believe the skills and experience brought to the CARES proposal had an impact on the Council's consideration of the contract. Without our involvement, CARES is now a very different organization currently with questionable qualifications in many areas to provide animal control services.

Two of the original CARES members remain: Debra George and Michael. Michael is an excellent, highly-trained and highly-effective Field Service; nobody, not even Michael, can provide adequate animal control services to a community the size of Burien without a significant amount of experience and support. Michael no longer has the support he needs from neither a field nor an administrative perspective. In the current CARES structure, Michael is considered "staff" so his ability to use his skills and expertise to affect day-to-day operations is drastically diminished. This is NOT good for Burien Animal Control.

The safety of Michael, the citizens of Burien, and the animals of Burien is at risk. I am a resident tax payer of Burien so I greatly appreciate the Council's concern for the costs by exploring innovative alternatives for providing services. All it will take is a serious law suit from an injured or wronged citizen to eliminate, or at least reduce, the cost savings perceived from the CARES contracted services.

As a long-time, concerned citizen of Burien and life-long animal advocate, I hope the Council will continue to closely monitor the legitimacy of the animal control services being provided to its constituents.

Dear Council Members:

The e-mail below was sent to City Manager Mike Martin on November 2nd, 2011. Since I have received no acknowledgement or response from Mr. Martin, I feel it is imperative that I inform the Council of the current situation with CARES, the City's animal control contractor.

As stated below, the current CARES organization is no longer the same group of people who proposed providing animal care and control services to the Council. I, Sherry Myers, was proposed as the Animal Placement Coordinator with over 20 years of involvement in the rescue, rehabilitation and re-homing of dogs in the Puget Sound area. I have resigned my affiliation with CARES. Guy Knapp was proposed as the lead Community Education and Public Relations Specialist, and as a back-up Field Services Officer, with over 15 years of animal rescue and animal welfare experience. Guy has also resigned his affiliation with CARES. I believe the skills and experience Guy and I brought to the CARES proposal had an impact on the Council's consideration to award the contract. Without our involvement, CARES is now a very different organization, currently with questionable qualifications in many areas to provide animal care and control services.

Two of the original CARES members remain: Debra George and Michael Snyder. Michael is an excellent, highly-trained and highly-effective Field Services Officer. But nobody, not even Michael, can provide adequate animal control services to a community the size of Burien without a significant amount of experienced help and support. Michael no longer has the support he needs from either a field perspective nor an administrative perspective. In the current CARES structure, Michael is considered "staff" so his ability to use his skills and expertise to affect decisions and operations is drastically diminished. This is NOT good for Burien Animal Control.

The safety of Michael, the citizens of Burien, and the animals of Burien is at risk. I'm a resident tax payer of Burien so I greatly appreciate the Council's concerns to control costs by exploring innovative alternatives for providing services. All it will take, however, is a serious lawsuit from an injured or wronged citizen to eliminate, or exceed, the total cost savings perceived from the CARES contracted services.

As a long-time, concerned citizen of Burien and life-long animal advocate, I sincerely hope the Council will continue to closely monitor the legitimacy of the animal control services being provided to its constituents.

[Redacted]

Sherry Myers
Burien City Manager
myerssherry@gmail.com

Dear Mr. Martin:

Due to various, irreconcilable differences between us and the volunteer Director of CARES on how an animal welfare organization should be operated, managed, staffed and report to the public we must regrettably inform you of our need to resign our affiliations with CARES at this time. When we proposed our interest in contracting with the City of Burien to provide animal control and welfare services to the community, we were very committed to the not-for-profit concept and four individuals with distinct but complementary skills coming together to build a model of service to be adopted by other small, concerned public entities. Sadly, we no longer believe this goal is attainable with CARES.

We sincerely wish the City luck in continuing to provide professional, competent animal control services to their constituents. Should the City decide to implement a new or different program in the future we are very willing to provide voluntary consultation services in establishing a high-quality operation. Our contact information is provided below.

Best Regards,

Sherry Myers
sherry.myers@att.net

Guy Knapp
dknoverus@hotmail.com

2

[Redacted]

cc: Chief Scott Kimerer, scott.kimerer@burienwa.gov

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LETTER TO THE EDITOR: 'CARES Not Better than King County Animal Control'

Posted By *Scott Schaefer* On March 25, 2013 @ 12:30 pm In Animals, Burien News, Headlines, Letters to the Editor, Life, Opinion, Politics | [Comments Disabled](#)

[EDITOR'S NOTE: *The following is a Letter to the Editor, written by a Reader. It does not necessarily reflect the opinion of The B-Town Blog nor its staff:]*



Letter to the Editor

Based on the Burien CARES Program Evaluation in the Council Work Session packet for tonight (download PDF [here](#) ^[1]), CARES is not head and shoulders better than the King County Animal Control Program-see pages 25-36 of the online packet.

For the last year and a half, the Burien City Manager/Mike Martin has been standing up before the public and declaring that CARES (provider of Animal Care and Animal Control for Burien) is head and shoulders better than the King County Animal Control program.

He has repeatedly made this statement at public meetings, at annexation meetings and to the media. Denise McVicker, the Deputy Director of the Humane Society for Tacoma & Pierce County, has just completed an evaluation of CARES and here are some of her findings in the completed report that I believe will be glossed over tonight at the work session of the Council.

1. The staff is inadequately trained.
2. There is no coordinated mechanism for the pick up and reporting or description of dead animals in Burien so that the citizens looking for their animals can be apprised of information.
3. Requests for services as well as what animals have been picked up or surrendered is not being logged into a database for responsible, accurate and effective service to citizens and animals. It appears the staff hasn't taken the time to learn all aspects or be trained in the data program (Pet Point) they are using. This is perhaps why CARES was missing 285 animals last year per Council member Edgar's concern.
4. Should something happen to the current animal control officer (Ray Helms), or if he is away there is no backup staff with full training to cover for him.
5. Animal enclosures, runs, floors, the animal control vehicle, litter boxes, feeding dishes and the quarantine area have not been being wiped down and rinsed correctly. These areas and items used around the animals haven't been disinfected.
6. Chemicals for cleaning have been improperly handled and mixed by the staff and volunteers which poses a danger to the humans as well as the animals.
7. Ventilation and disease control procedures for some of the areas does not seem to meet the standards of the SOC document which was published by the Association of Shelter Veterinarians and is the gold standard for shelter animal care.

8. The cat enclosures are not built of ideal, sustainable materials for long term disinfection.
9. The quarantine room is not adequate to handle multiple animals, aggressive animals. It lacks security.
10. There are no written protocols for the handling of dangerous and potentially dangerous animals.
11. CARES doesn't regularly accept stray cats and appears not to have a policy of how cats will be cared for. It was promised to Council members that cats would be taken in at CARES and it is not happening.
12. None of the dogs or cats are vaccinated upon intake. The practice of vaccinating upon intake and maintaining a clean environment are paramount for animal health and human protection.
13. There is currently no standard set for entering of animals into the data base.
14. Animals entering the shelter are not being identified with any kind of tag or collar for identification while there.
15. Currently animals that have bitten or acted aggressively to humans and domestic animals are being adopted to the public. This creates a huge liability on the placement agency and the contracting city for lawsuits.
16. An evaluation assessment program is not in place to determine how re-homing of animals should be handled.
17. Volunteers do not have adequate training and are too young for conditions at CARES.
18. Notification and recording of donations and gifts is lacking.
19. There is a need for documentation on the level of training the volunteers have received.
20. The Animal Control Officer needs to be professionally dressed.
21. Communication with citizens and donors needs to improve.
22. There appears to be no yearly performance evaluations of staff.
23. There is not a process to evaluate and improve the contact.
24. Data on the operation of the shelter is not readily available or transparent to the public.
25. The "Infection Control Policy" should be updated to comply with national shelter guidelines.
26. There are no standards set for the standards of care in the shelter in the contract between Burien and CARES.

From my own personal experience, the accounting and financial records that CARES submits to the city are confused, disorganized and difficult to follow regarding fees collected or dismissed, donations, revenues taken in and expenses and fees paid out.

Citizens were correct when they complained on this Blog and to other media sources that all was not **well** with

CARES. The City Manager and the Council elected to ignore citizens for over one year. From this evaluation report, it appears that the contract on CARES will have to be re-negotiated and will require a commitment of considerable financial resources from Burien taxpayers to remedy many of the problems identified by this evaluation. I suspect from the contents of the Work Session packet, that Mike Martin/City Manager will try to downplay the findings of this report to protect his friend Debra George and his idea for cheap animal control. However, should the contract for CARES be re-opened, then I believe that Burien citizens should have the right to see a presentation from King County Animal Control as one of the options for animal care and control in Burien. Citizens should be allowed to compare the continuing costs of upgrading CARES to minimum standards with King County's superior services/facilities. Mike Martin has not been honest and transparent on this issue of animal care and animal control in the city. Contact your City Council members at 206-248-5508 or City Council Burien <council@burienwa.gov> to voice your concerns.

– Debi Wagner

[Have an opinion or concern you'd like to share with our 70,000+ monthly Readers? Please send us your Letter to the Editor via [email](#) ^[2]. Include your full name, please remain civil and, pending our review, we'll most likely publish it.]

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[4] Twitter: <https://twitter.com/intent/tweet?text=LETTER%20TO%20THE%20EDITOR%3A%20%E2%80%98CARES%20Not%20Better%20than%20King%20County%20Animal%20Control%E2%80%99&url=http://b-townblog.com/2013/03/25/letter-to-the-editor-cares-not-better-than-king-county-animal-control/&via=btownblog>

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UPDATE: Burien City Council adds \$50,000 and two years to CARES contract

Posted By *Scott Schaefer* On July 15, 2013 @ 7:59 pm In Animals,Burien News,Business,Headlines,Life,Politics | [Comments Disabled](#)

by [Ralph Nichols](#) ^[1]

Burien City Council members voted 4-3 at their July 15 meeting to increase by \$50,000 annually the amount paid to CARES for animal care and control services.

The action also extended the city's contract with CARES – the non-profit Community Animal Resource Education Society – by two years to Aug. 31, 2016.

The contentious issue – which was pulled once again from the meeting's consent agenda – was approved after a brief debate.

Mayor **Brian Bennett** and Council members **Rose Clark**, **Joan McGilton** and **Gerald Robison** voted for the CARES amendments.

Deputy Mayor **Lucy Krakowiak** and Council members **Jack Block Jr.** and **Bob Edgar** voted no.

Block, who at an earlier meeting had asked that the CARES contract issue be taken off the consent agenda, made the same request at Monday's meeting. Again Krakowiak and Edgar supported him. Only three council members are needed to make an agenda change.

At that earlier meeting, McGilton had had to leave before the council considered the CARES contract, which had been moved to the bottom of the agenda. The motion to add to the current contract died on a 3-3 vote.

This time debate was brief. Block repeated his challenge to increasing the city's cost for animal control services by \$50,000. The program should be self-supporting, he argued, and the money could better be used for human services.

Block also suggested that Burien would be better served by an animal control officer who was part of the police department, as is the case in Des Moines.

But Clark, who praised the work done by CARES in its first two years, asked Block how many cities he was aware where animal control services were completely self-supporting. None, she noted. He countered by asking why Burien can't try to be the first city to do so.

McGilton noted there can be risks when a police department is responsible for animal control, citing the shooting death of Rosie the Newfoundland in Des Moines. That city eventually had to pay damages to Rosie's owners.

And Robison, who said he thought CARES is doing a good job, added his opposition to paying a lot more to King County for animal control while getting a lot less in service.

The amended contract requires CARES to:

Rehabilitate and restore to health animals that have been injured, neglected or abused beyond basic care needed to stabilize an animal during the impound period.

Remove dead animals in city roadways and rights-of-way, including domestic and wild animals. Dead animal removal previously had been the responsibility of the Public Works Department.

Respond to complaints or incidents involving wild animals that threaten public safety and notify the State Department of Fish and Wildlife when necessary.

Designate an available back-up Animal Control Officer.

Train a staff person in animal behavior to help determine when an animal should be euthanized.

Train of staff to ensure accurate data entry and program management.

Burien began contracting with CARES in June 2011, a year after deciding not to continue with Regional Animal Services of King County, which had substantially changed its operations and increased its costs to member cities.

At an April 15 city council meeting, King County representatives confirmed that Burien's 2013 net cost would be about \$332,000 with their program – compared to \$170,000 annually under the revised contract.

Unlike partnering with King County, the city also keeps its pet licensing revenue. According to the city, this lowers the actual cost of the CARES contract to \$100,000.

The proposal to increase funding for CARES came after an audit of CARES conducted by an independent animal control expert, **Denise McVicker**, Deputy Director of the Humane Society for Tacoma and Pierce County.

McVicker found that CARES meets public safety needs in terms of animal control and is fulfilling its contract obligations to the city, but she recommended a number of improvements that required additional funding.

In amending the CARES contract, the Council also required the CARES shelter at 909 SW 151th Street add a sink and dishwasher, instal ventilation, build a vaccination room, and buy uniforms and badges for staff.

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[1] Ralph Nichols: <mailto:ranichols2@yahoo.com>

[2] Facebook: <http://www.facebook.com/sharer.php?u=http://b-townblog.com/2013/07/15/breaking-burien-council-adds-50000-to-cares-contract/>

[3] Twitter: <https://twitter.com/intent/tweet?text=UPDATE%3A%20Burien%20City%20Council%20adds%20%2450%2C000%20and%20two%20years%20to%20CARES%20contract&url=http://b-townblog.com/2013/07/15/breaking-burien-council-adds-50000-to-cares-contract/&via=btownblog>

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License Information:

Entity Name: COMMUNITY ANIMAL RESOURCE & EDUCATION SOCIETY
Business Name: COMMUNITY ANIMAL RESOURCE & EDUCATION SOCIETY
License Type: Washington State Business
Entity Type: Nonprofit Corporation
UBI: 603104540 Business ID:001 Location ID:0001
Status: To check the status of this company, go to [Secretary of State](#) and [Department of Revenue](#).

Location Address:
 909 SW 151ST ST
 BURIEN, WA, 98166-1837

Mailing Address:
 909 SW 151ST ST
 BURIEN, WA, 98166-1837

Registered Trade Names:

	Status	Expires	First Issued
1 B-TOWN D.O.G.	Active	N/A	<u>07/24/2015</u>
2 CARES	Active	N/A	04/15/2011
3 CARES OF BURIEN	Active	N/A	04/15/2011
4 PAWS & RELAX DOGGIE DAY CARE	Active	N/A	<u>12/30/2013</u>

Governing People:

CAROLYN NEWMAN
 DEBRA GEORGE
 DENISE FERGUSON

Information Current as of 04/29/2016 6:39AM Pacific Time

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**COMMUNITY ANIMAL RESOURCE &
EDUCATION SOCIETY**[Write Review](#)[Claim](#)[Upg](#)

Washington Secretary Of State Business Registration - Updated 5/2/2015

Community Animal Resource & Education Society is a Washington Non-Profit (Reg) filed on May 1, 2011. The company's filing status is listed as Active and its File Number is 603104540.

The Registered Agent on file for this company is Debra George and is located at 909 Sw 151st St, Burien, WA 98166.

The company has 3 principals on record. The principals are Carolyn Newman from Burien WA, Debra George from Burien WA, and Denise Ferguson from Burien WA.

[G-1](#) [4.4k](#)**Company Information**

Company Name: COMMUNITY ANIMAL RESOURCE & EDUCATION SOCIETY

File Number: 603104540

Filing State: Washington (WA)

Filing Status: Active


Filing Date: May 1, 2011

Company Age: 5 Years

Registered Agent:  Debra George
909 Sw 151st St
Burien, WA 98166

Company Contacts**CAROLYN NEWMAN**


Officer

 1639 Harbor Ave Unit 202 ?
Burien, WA 98166

[View Phone Book Listings For Carolyn Newman In Washington](#)

DEBRA GEORGE


President

 909 Sw 151st St
Burien, WA 98166

[View Phone Book Listings For Debra George In Washington](#)

DENISE FERGUSON

Secretary

 915 Sw 152nd St ?
Burien, WA 98166

[View Phone Book Listings For Denise Ferguson In Washington](#)

NonProfitFacts.com
CARES

Amount of income in 2013: \$185,648 (it was \$151,183 in 2012)

This organization: \$185,648

Other organizations performing similar types of work: \$62,786

Assets in 2013: \$1,200 (it was \$19,902 in 2012)

This organization: \$1,200

Other organizations performing similar types of work: \$18,917

Expenses in 2013: \$178,203

Community Animal Resource & Education Society, Cares: \$178,203

Other organizations performing similar types of work: \$56,486

Income to expenses ratio in 2013: 1.0

This organization: 1.0

Other organizations performing similar types of work: 1.0

Grants share in income in 2013: 21.5%

This organization: 21.5%

Other organizations performing similar types of work: 59.2%

Financial snapshot (\$)

0
40,000
80,000
120,000
160,000
200,000

2011
2012
2013

Revenue Assets

Expenses

Revenue for 2013

Program service revenue (80%)

Contributions, gifts, grants, etc. (20%)

Revenue, Expenses, and Changes in Net Assets or Fund Balances

	2012	2013
Total revenue		\$171,177
Contributions, gifts, grants, and similar amounts received		\$36,760
Program service revenue including government fees and contracts		\$148,888

Membership dues and assessments	\$0
Investment income	\$0
Gain/Loss from sale of assets other than inventory	\$0
Net income/loss from gaming and fundraising events	\$0
Gross profit/loss from sales of inventory	\$-14,471
Gross sales of inventory, less returns and allowances	\$0
Less: cost of goods sold	\$14,471
Other revenue	\$0
Total expenses	\$178,203
Total net assets	\$1,200
Excess/Deficit for the year	\$-7,026
Net assets or fund balances at beginning of year	\$8,226
Other changes in net assets or fund balances	\$0
Net assets or fund balances at end of year	\$1,200
Balance Sheets	

	2012	2013
Total assets	\$19,902	\$1,200
Total liabilities	\$33,462	\$0
Net assets or fund balances		\$1,200

Read more: <http://www.nonprofitfacts.com/WA/Community-Animal-Resource-Education-Society-Cares.html#overview#ixzz48RPFFglh>

Community Animal Resource & Education Society, Cares

Employer Identification Number (EIN)	451680913
Name of Organization	Community Animal Resource & Education Society
Secondary Name	Cares
In Care of Name	Debra George
Address	909 Sw 151st St, <u>Burien</u> , WA 98166-1837
Subsection	Charitable Organization
Ruling Date	08/2012
Deductibility	Contributions are deductible
Foundation	Organization which receives a substantial part of its support from a governmental unit or the general public
Organization	Corporation
Exempt Organization Status	Unconditional Exemption
Tax Period	12/2013
Assets	\$1 to \$9,999
Income	\$100,000 to \$499,999
Filing Requirement	990 (all other) or 990EZ return
Asset Amount	\$1,200
Amount of Income	\$185,648
Form 990 Revenue Amount	\$171,177
National Taxonomy of Exempt Entities (NTEE)	Animal-Related: Animal Protection and Welfare

Read more: http://www.nonprofitfacts.com/WA/Community-Animal-Resource-Education-Society-Cares.html#similarList_a#ixzz48RSvaiyb